



U.S. DEPARTMENT OF  
**ENERGY**








Office of the Chief  
Information Officer

# User Guide Remote Access to VDI/Workplace Using RSA



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# 1 Overview

As mandated by the Homeland Security Presidential Directive 12 (HSPD-12), Office of Management and Budget (OMB) M 11-11, and Department of Energy (DOE) O 206.2, the Office of the Chief Information Office (OCIO) Energy IT Services (EITS) has deployed hardware, software, and configuration changes that enable EITS customers to log on to their computers with their HSPD-12 credentials.

The HSPD-12 directive also covers the implementation of virtual desktops. Personal identity verification (PIV) authentication is integrated in the virtual desktop infrastructure (VDI) design and implementation. VDI can also be securely accessed from external clients, such as personal computers, over the Internet, which is one of the great benefits of VDI technology. As a remote VDI user, you must also authenticate your identity with your PIV card per the HSPD-12 directive. In certain cases when you cannot use your PIV card, you can use your RSA token to log on to the desktop.

## 2 Citrix Receiver

DOE Citrix VDI/Workplace are tools within the Remote Access Services (RSA) provided by OCIO that enables customers to access approved DOE applications and data that would normally be accessible only while at DOE. You can use VDI/Workplace from anywhere in the world to access a wide variety of applications and networked storage as if you were in the office.

VDI/Workplace features and benefits include the following.

- Full-featured Microsoft Outlook client
- Microsoft Word, Excel, and other Microsoft Office applications
- Network files, such as the N, O, and P drives
- Same My Documents folder as your office computer
- Ability to save, open, view, edit, and copy or move large files and large email attachments at LAN-connected speeds, even when using dial-up
- Ability to receive and send encrypted messages via Entrust
- Secure DOE web-based applications and web portal services
- Specialized applications, such as DEAR and Popkin, as well as Install Citrix Receiver for Windows

### 2.1 Citrix Receiver Requirements

You need the following to remotely access VDI and Workplace.

- Citrix Receiver
- An EITS enterprise account
- A PIV card or an RSA token supplied by the EITS Service Desk

*To obtain an RSA token, contact the EITS Service Center at 301-903-2500.*

- A computer with an Internet connection and a suitable web browser (Windows- or MacBook-compatible)

## 2.2 Update Citrix Receiver

The latest Citrix Receiver versions can be downloaded by going to <http://receiver.citrix.com>. In most cases, Receiver automatically replaces previous versions of Receiver and the Citrix online plug-ins; however, some versions must be removed manually before you can install the most recent version. In this case, a dialog box from Citrix Installation states **Setup cannot continue because this version of Receiver is incompatible with a previously-installed version**. This means that you must uninstall the previous version of Citrix Receiver using the Windows Control Panel and go through the download and install process again. To save time re-downloading Receiver if it requires uninstalling a previous version, you can download Receiver and run it from a saved location, or you can uninstall old versions of Citrix Receiver before starting the update.

## 2.3 Install Citrix Receiver

### 2.3.1 Installation Instructions for Windows

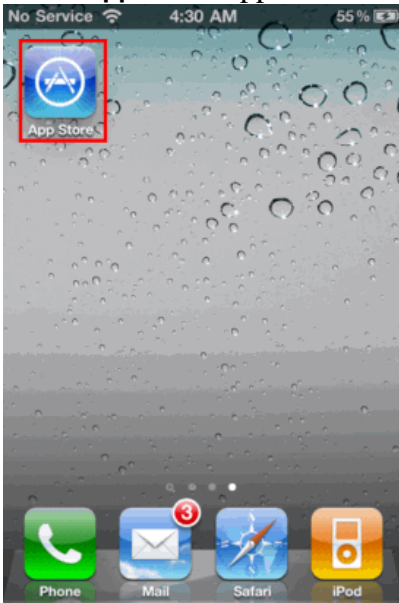
1. Open Internet Explorer.
2. In the browser URL, type [HTTP://RECEIVER.CITRIX.COM](http://RECEIVER.CITRIX.COM).
3. Follow the instructions to download and install Citrix Receiver. If you receive a dialog box stating **Setup cannot continue because this version of Receiver is incompatible with a previously-installed version**, follow the instructions in 2.2, Update Citrix Receiver.
4. Close the Citrix Receiver Download window.

### 2.3.2 Installation Instructions for MacBook

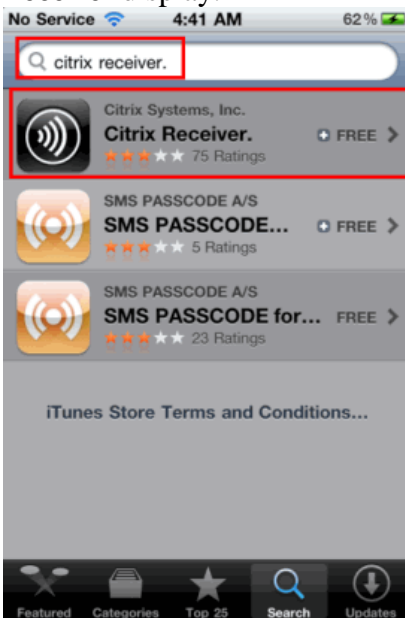
1. Open Internet Explorer or Chrome.
2. In the browser URL, type [HTTP://RECEIVER.CITRIX.COM](http://RECEIVER.CITRIX.COM).
3. WHEN the download is complete, look for the downloaded file, CITRIXRECEIVERWEB.DMG.
4. Double-click the file until the **Installer** window appears. Select the Install CITRIX RECEIVER.PKG.
5. When the **Citrix Receiver Installer** window displays, select **Continue**.
6. The **Software License Agreement** window displays. Select **Continue** and follow the prompts to agree to the terms of the installation.
7. At the prompt, type your local account password to finish the installation of Citrix Receiver.
8. Once the installation is complete, a window displays **The Installation was successful**. You are now ready to connect to your VDI/Workplace account.

### 2.3.3 Installation Instructions for Apple iPhone or iPad

1. Go to **App Store** Application on your iPhone or iPad and select on **App Store**.



- 2.
3. The **App Store** page displays. In **Search** tool bar, search for **Citrix Receiver**. The **Citrix Receiver** display.



- 4.
5. The **Citrix Receiver** info page displays. Select **Free..**



6.

7. Again **Citrix Receiver** info page displays. Select **Install**.



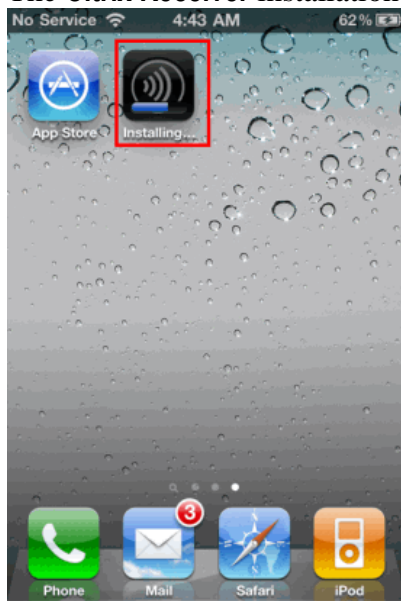
8.

9. The **Apple ID Password** pop-up displays to enter Apple ID password. Enter your **Apple ID** password and select **OK**.



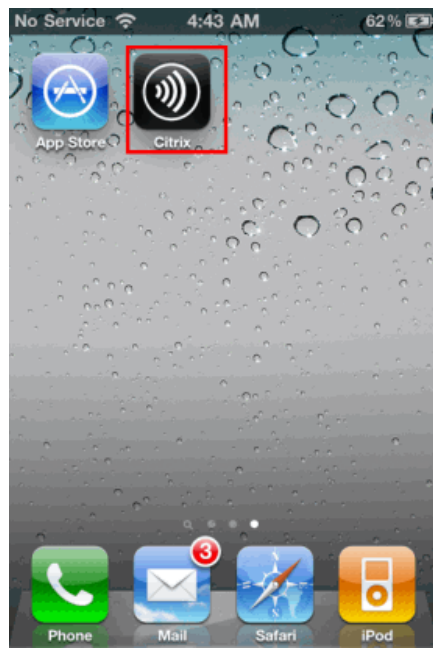
10.

11. The **Citrix Receiver** installation begins on your iPhone or iPad.



12.

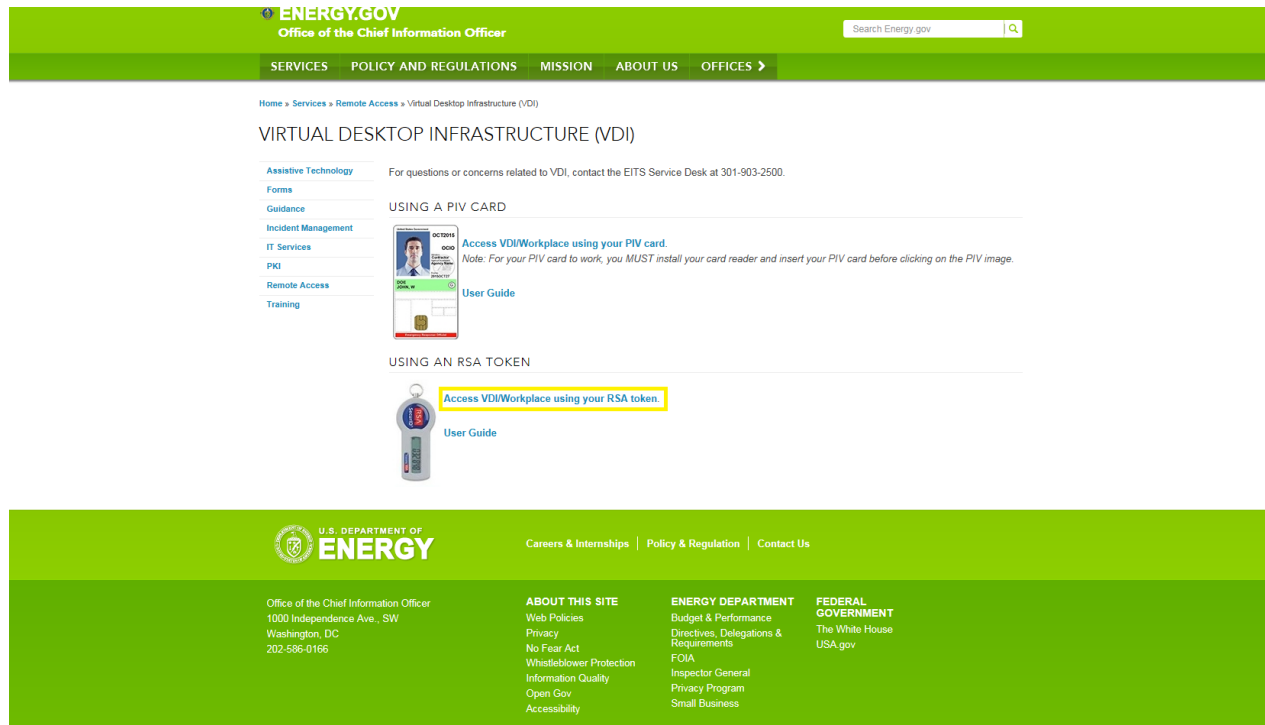
13. In few seconds, **Citrix Receiver** is installed on your iPhone or iPad. Select **Citrix Receiver** to access the applications.





### 3 VDI/Workplace Logon instructions using RSA from PC or Mac

1. In the web browser, type [HTTPS://MYDESKTOP.DOE.GOV](https://mydesktop.doe.gov) and press **Enter**.



2. Select **Access VDI/Workplace using your RSA token** to go to the RSA logon page. Enter the following information.
  - a. **Username:** DOE desktop username
  - b. **Password:** DOE desktop password
  - c. **RSA Token:** PIN+RSA token number
3. Select **Log On**. A list of desktops is displays.
  - If you have one desktop, it auto-launches.
  - If you have more than one desktop, select the desktop from the list to launch it.
4. When the desktop has launched, the message **Connecting...**displays.
5. Once connected, the DOE Security Banner displays. Press **OK** to continue. Your logon credentials are passed to your VDI/Workplace session.

When the desktop session starts, a window may display stating that your desktop is attempting to use your microphone and webcam. Select one of the following options.

- **No access:** Select this option if you do not want your desktop to permit use of these devices.

- **Permit use of these devices:** Select this option if you want your desktop to use these devices.
- **Check box:** If you do not want to see this message again, check the box **Do not ask again for this virtual desktop if you do not want to continue to be prompted for these settings.**

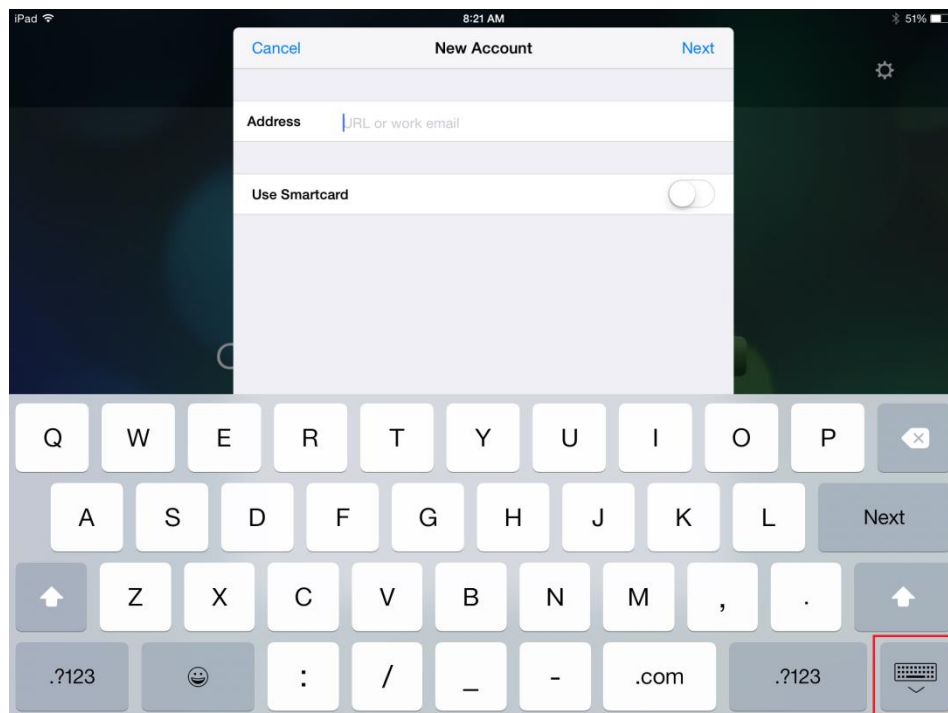
You are now be logged onto the VDI/Workplace desktop.

#### 4 VDI/Workplace Logon instructions using RSA from Apple iPhone or iPad

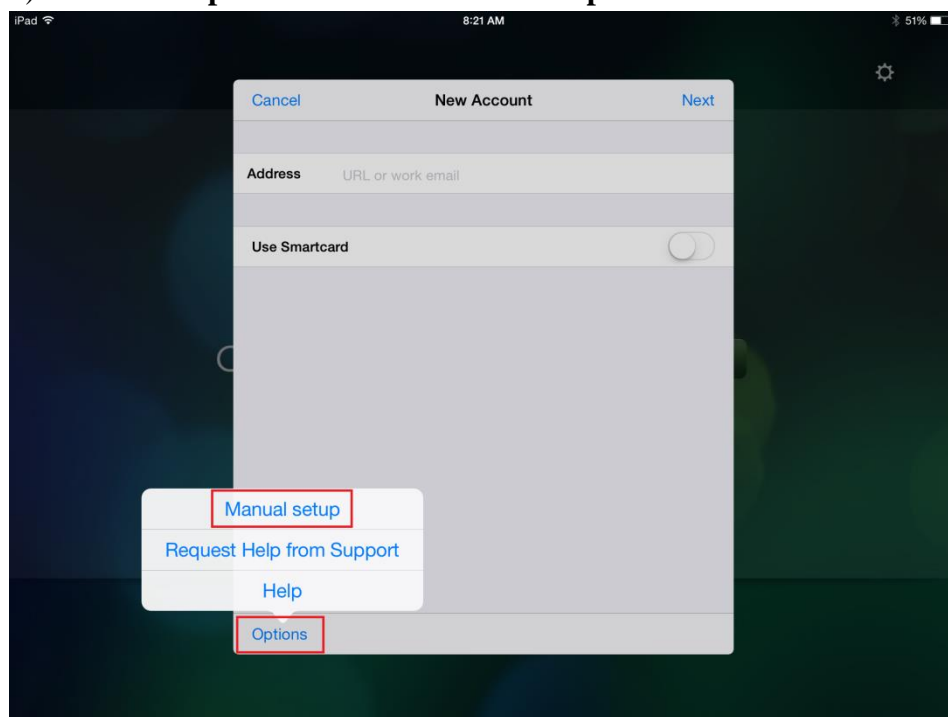
- 1) Open **Citrix Receiver**
- 2) Click on **Add Account**



- 3) Minimize the virtual keyboard (skip this step if using a Bluetooth keyboard)



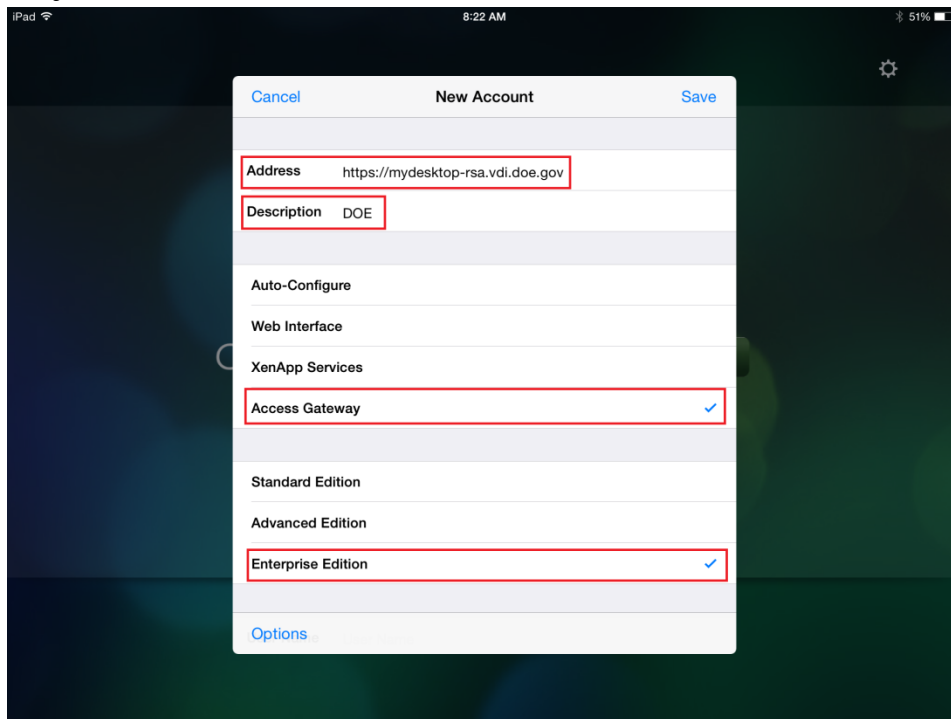
4) Click **Options** and then **Manual setup**

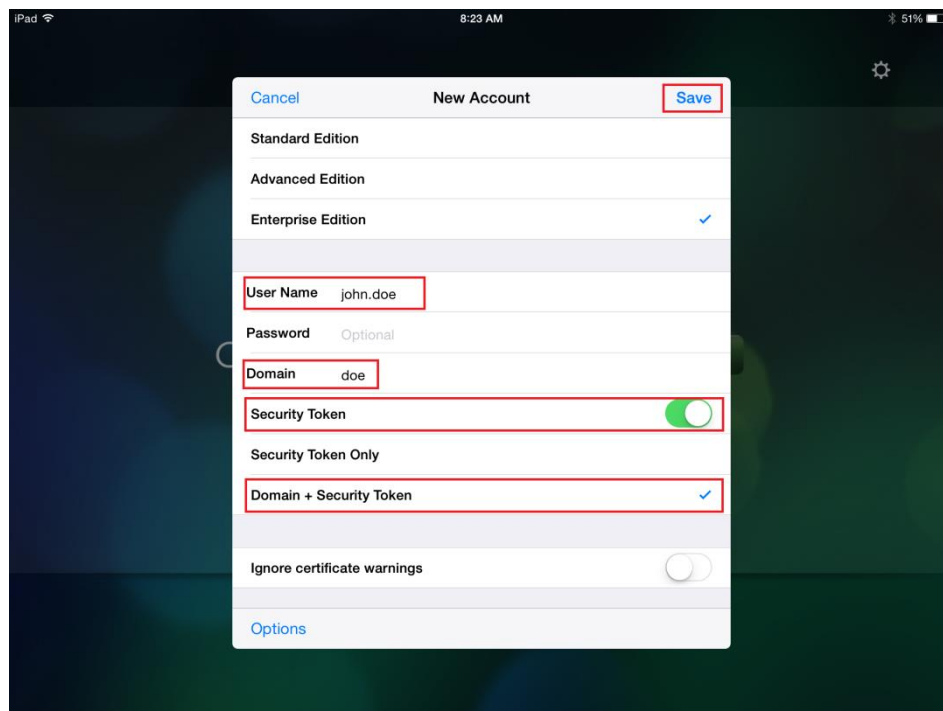


5) On the next screen type in the following information:

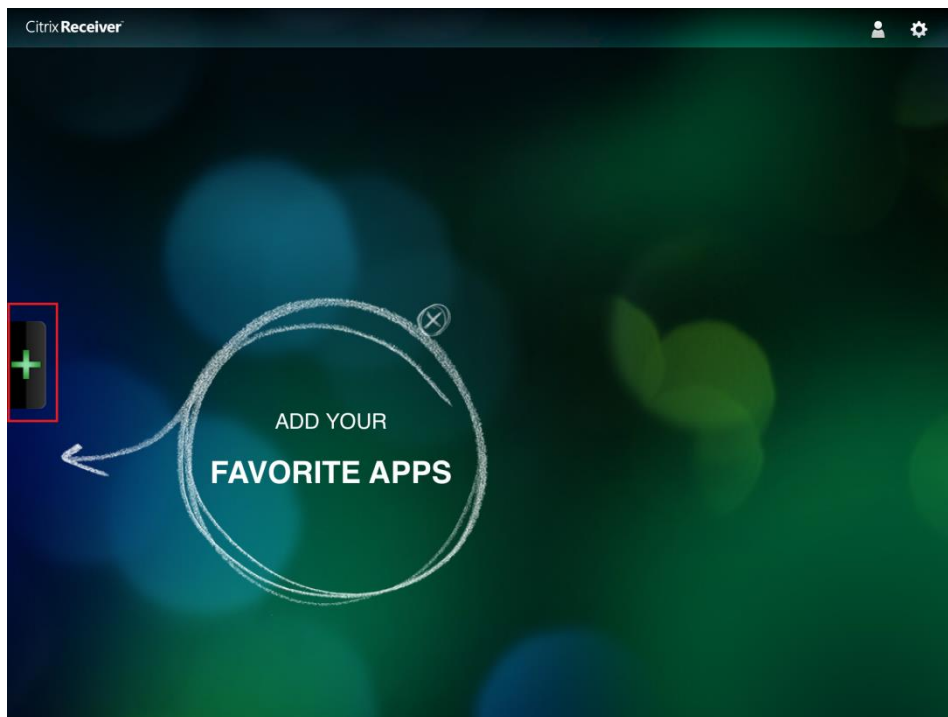
- a) Address: **https://mydesktop-rsa.vdi.doe.gov**
- b) Description: **DOE**
- c) Select **Access Gateway**

- d) Select **Enterprise Edition**
- e) Scroll down
- f) Username: **(Your Username)**
- g) Domain: **doe**
- h) Security Token: **Slide to On** (will turn green)
- i) Select **Domain + Security Token**
- j) Click **Save**



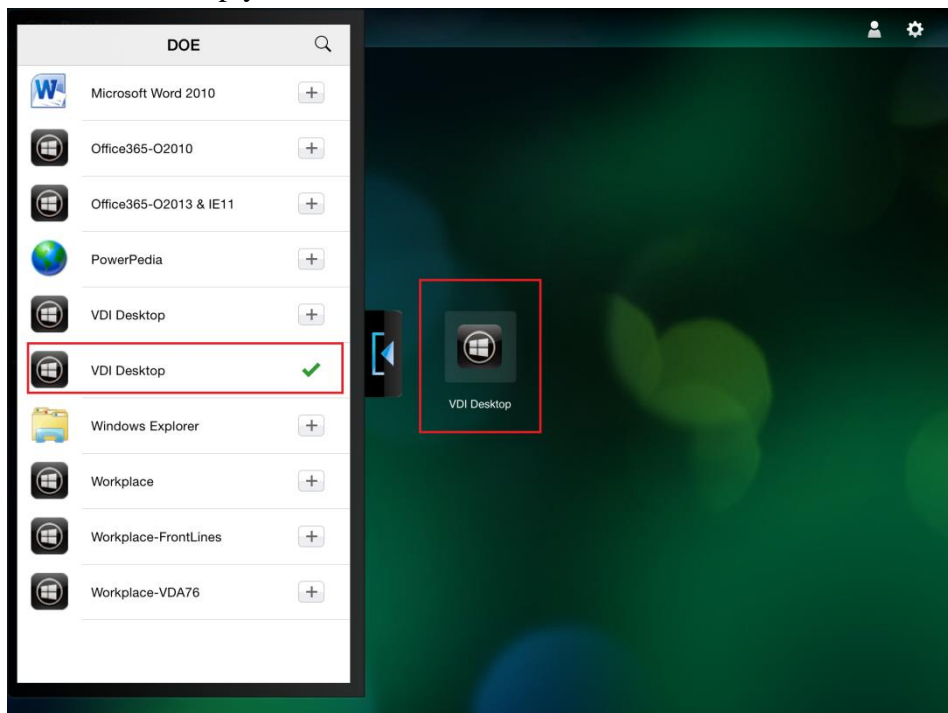


- 6) The next screen will ask for:
  - a) Username
  - b) Password
  - c) Domain
  - d) RSA PIN + Token
- 7) Next to **Add Your Favorite Apps** click on the **Green Plus** sign

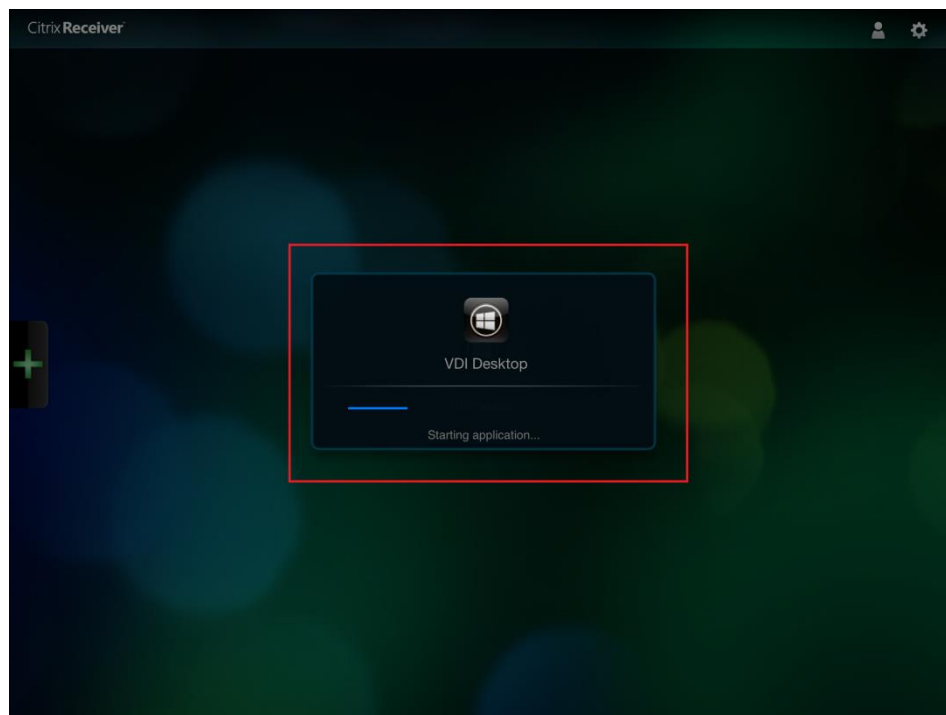


8) Click on the plus sign next to VDI Desktop or Workplace (depending on which one you have access to)

9) The desktop icon will be placed on the main favorites screen and a green check will show next to the desktop you selected



10) Click on the desktop icon and it will launch



- 11) Click **OK** on the banner screen
- 12) You are now logged onto your desktop

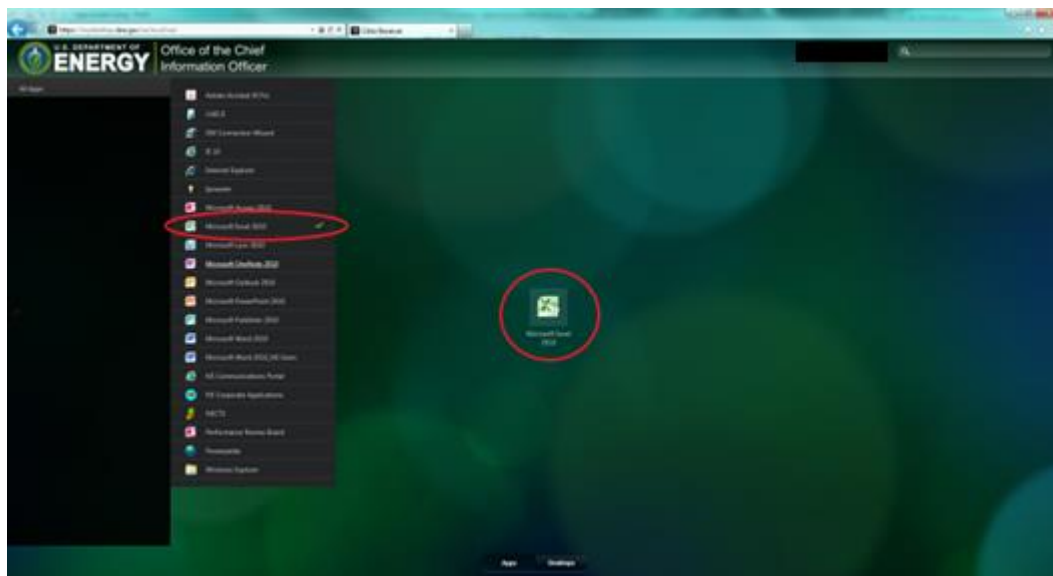


## 5 Add Applications to the Workplace Only

Select the **Apps** tab at the center-bottom of the screen and select **+** on the center-left side of the screen.



In the next screen, select **All Apps** in the upper-left corner of the screen to display the applications.



Select the applications from the list displayed on your screen. Select an icon to open it.

## 6 Session Inactivity in VDI/Workplace

If your screen has been inactive in the browser, a neutral screen displays a message that states your session has been timed out due to inactivity. This does not mean that you have been logged out of the application or the desktop. Select **Log On** to return to your session.

## 7 Session Logged Out in VDI/Workplace

If the session inactivity message displays for 5 minutes, a neutral screen displays a message that states you have been inactive and will be timed out. A timer displays a countdown from 5 minutes. This does not mean that you have been logged out of the application or the desktop. Press **Refresh**. The session asks you to enter your credentials, and your session displays.